

To: Wharton, Steve[Wharton.Steve@epa.gov]
From: Jensen, Carol
Sent: Wed 4/15/2015 4:06:43 PM
Subject: RE: IMPORTANT PLEASE READ Change in Travel Management Center (TMC) - BCD Travel taking over OMEGA

Did you see my email that just got sent out? If that doesn't prompt them, then you should.

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Louise Jensen

jensen.carol@epa.gov 303-312-6756

Superfund Remedial FOIA Coordinator

*You can use failure as a resource to find
the edge of your capacities.* John Maxwell

From: Wharton, Steve
Sent: Wednesday, April 15, 2015 10:06 AM
To: Jensen, Carol
Subject: Fw: IMPORTANT PLEASE READ Change in Travel Management Center (TMC) - BCD Travel taking over OMEGA

Louise - We have several people traveling to Durango/Silverton for the Upper Animas Site during the time period mentioned below. Please let me know if I need to prompt them to get you the necessary information for their travel, so we don't run into complications with regard to the Omega-BCD transition.

The San Juan Mining Conference in Telluride is also happening at the end of April, so people planning to attend that conference will need to complete their travel arrangements prior to April 27th, which includes me.

Fran also has a trip coming up for the Uravan Site at the end of the month, so I'll prompt her to get that information to you.

Let me know if there is anything else I can do to help.

Thanks,
Steve

From: Gautam, Nawodit
Sent: Wednesday, April 15, 2015 8:46 AM
To: R8 All EPR
Subject: FW: IMPORTANT PLEASE READ Change in Travel Management Center (TMC) - BCD Travel taking over OMEGA

Subject: IMPORTANT PLEASE READ Change in Travel Management Center (TMC)

Hello all,

It's very important that you carefully read the message below. Most importantly pay attention to the dates and ensure you remember the dates when processing a TA/TV for travelers.

See below

The Cincinnati Finance Center Travel Team has been working with Concur to address the on-going issues we have been experiencing with Omega Travel, EPA's Travel Management Center (TMC). To address the issues and problems EPA has been experiencing with Omega, Concur created a "Tiger" team to provide solutions to customer concerns. As an outcome of this effort, EPA will discontinue our services with Omega Travel. **Effective May 4, 2015**, BCD Travel will take over as the Agency's TMC. Although new to the ETS2 contract, BCD is the world's 3rd largest Travel Agency. They currently service the Department of Agriculture and Treasury's Bureau of Fiscal Services.

The transition phase of this move to BCD has already begun. Concur and BCD have been

working on the Concur-BCD interface. EPA will begin testing with them shortly.

To facilitate the move of reservations and a seamless issuance of tickets, Concur Reservations will be disabled starting April 27, 2015 for any new reservations ONLY. If you have last minute reservations for travel April 27-May 7 you will have to call Omega (855-326-5402) directly. Omega will create the reservation, issue the ticket immediately and charge the full service fee (\$30.49).

Questions on the transition –

1- My reservations have already been made with Omega, what do I do?

The week of **April 27, 2015**, Omega will issue tickets for all approved travel authorizations for trips occurring prior to **May 30, 2015**. Due to this early issuance of tickets, the full service fee (\$30.49) will be charged for these tickets. Please ensure when vouchering for these trips you include the fee of \$30.49.

*2- What happens to my reservations for trips after **May 30, 2015**?*

As long as the ticket has not been issued, the reservations will be transferred to BCD for regular ticketing.

*3- What happens if I have an issue with a ticket issued by Omega after **May 4, 2015**?*

Omega will still be the TMC for your reservation, you will have to contact them for any changes or cancellations. Omega will not create a new reservation. All new bookings will go through BCD Travel.

4- I have a credit from a non-refundable ticket, what happens to that credit?

If at all possible, please use the credit for an upcoming trip immediately. These credits will *not* transfer to BCD Travel. The Cincinnati Travel Team will send an email to the affected travelers. These travelers will need to follow the guidance provided in the email notice.

If you have any questions or concerns feel free to contact Christine Portillos X7284.

